

## CLAIMS:

1. (Currently amended) A method for probing services in a network environment, said method comprising:
  - providing a script;
  - ~~employing a plurality of probes, including at least one local probe and at least one remote probe;~~
  - providing a remote probe configured to measure a first set of performance data associated with a client device, wherein the performance data is data related to an interaction of the client device with a server device;
  - providing a local probe configured to measure a second set of performance data associated with a server application on the server device with which the client device interacts, wherein the second set of performance data is data related to an interaction of the server application with the client device;
  - measuring a client-server application's performance, with said local and remote probes, according to said script, to thereby generate the first set of performance data and the second set of performance data; and
  - collecting, in a database, the first and second sets of performance data produced by said measuring.
2. (Original) The method of Claim 1, further comprising:
  - comparing at least one value, obtained by said measuring, with at least one threshold value.
3. (Original) The method of Claim 2, further comprising:
  - reporting results of said comparing.
4. (Original) The method of Claim 2, wherein said comparing further comprises:
  - utilizing said at least one threshold value derived from a service level agreement.

5. (Currently amended) The method of Claim 1, further comprising:  
comparing data from said ~~at least one~~ local probe with data from said ~~at least one~~ remote probe.
6. (Original) The method of Claim 1, wherein said measuring further comprises:  
measuring availability.
7. (Original) The method of Claim 1, wherein said measuring further comprises:  
measuring response time for at least one request.
8. (Canceled)
9. (Canceled)
10. (Original) The method of Claim 1, wherein:  
said providing a script further comprises defining a set of transactions that are frequently performed by end users; and  
said employing further comprises placing at least one remote probe at each location having a relatively large population of end users.
11. (Currently amended) The method of Claim 1, wherein said ~~employing further comprises at least~~ local probe is one of:  
~~employing~~ a component probe;  
~~employing~~ an application probe; ~~and or~~  
~~employing~~ a network probe.
12. (Currently amended) A method for probing services in a network environment, said method comprising:  
providing a script;  
~~employing a plurality of probes, including at least one local probe and at least one remote probe;~~

providing a remote probe configured to measure a first set of performance data associated with a client device, wherein the performance data is data related to an interaction of the client device with a server device;

providing a local probe configured to measure a second set of performance data associated with a server application on the server device with which the client device interacts, wherein the second set of performance data is data related to an interaction of the server application with the client device;

providing an iterative process for each of the remote probe and local probe, including a - d below:

- a. measuring a client-server application's performance according to said script;
  - b. sending to a database data produced by said measuring;
  - c. waiting for a set interval;
  - d. repeating the above three steps until said iterative process is terminated;
- with said at least one local probe, executing said iterative process; and  
with said at least one remote probe, executing said iterative process.

13. (Original) The method of Claim 12, further comprising:  
comparing at least one value obtained by said measuring with at least one threshold value.
14. (Currently amended) The method of Claim 12, further comprising:  
comparing data from said ~~at least one~~ local probe with data from said ~~at least one~~ remote probe.
15. (Original) The method of Claim 12, wherein said measuring further comprises:  
measuring response time for at least one request.
16. (Canceled)
17. (Canceled)

18. (Original) The method of Claim 12, wherein:  
said providing a script further comprises defining a set of transactions that are frequently performed by end users; and  
said employing further comprises placing at least one remote probe at each location having a relatively large population of end users.
19. (Currently amended) The method of Claim 12, wherein said ~~employing further comprises at least~~ local probe is one of:  
employing a component probe;  
employing an application probe; and  
employing a network probe.
20. (Currently amended) A method for probing services in a network environment, said method comprising:  
providing a script;  
providing a remote probe configured to measure a first set of performance data associated with a client device, wherein the performance data is data related to an interaction of the client device with a server device;  
providing a local probe configured to measure a second set of performance data associated with a server application on the server device with which the client device interacts, wherein the second set of performance data is data related to an interaction of the server application with the client device;  
obtaining at least one local probe measurement of a client-server application's performance, according to said script;  
obtaining at least one remote probe measurement of said client-server application's performance, according to said script;  
comparing at least one of said measurements with at least one threshold value;  
and  
reporting results of said comparing.

21. (Original) The method of Claim 20, wherein said comparing further comprises:  
deriving said at least one threshold value from a service level agreement.
22. (Original) The method of Claim 20, wherein:  
said obtaining at least one remote probe measurement further comprises  
measuring response time for a request; and  
said obtaining at least one local probe measurement further comprises measuring  
response time for said request.
23. (Original) The method of Claim 22, further comprising:  
comparing said at least one local probe measurement with said at least one remote  
probe measurement.
24. (Currently amended) The method of Claim 20, ~~further comprising at least~~  
wherein said local probe is one of:  
employing a component probe;  
employing an application probe; and  
employing a network probe.
25. (Currently amended) A system for probing services in a network environment,  
said system comprising:  
a script;  
~~a plurality of probes, including at least one local probe and at least one remote~~  
~~probe;~~  
a remote probe configured to measure a first set of performance data associated  
with a client device, wherein the performance data is data related to an interaction of the  
client device with a server device;  
a local probe configured to measure a second set of performance data associated  
with a server application on the server device with which the client device interacts,  
wherein the second set of performance data is data related to an interaction of the server  
application with the client device;

means for measuring a client-server application's performance, with said local and remote probes, according to said script, to thereby generate the first set of performance data and the second set of performance data; and

means for collecting, in a database, the first and second sets of performance data produced by said measuring.

26. (Original) The system of Claim 25, further comprising:

means for comparing at least one value, obtained by said means for measuring, with at least one threshold value.

27. (Original) The system of Claim 26, further comprising:

means for reporting results of said comparing.

28. (Original) The system of Claim 26, wherein said means for comparing further comprises:

means for utilizing said at least one threshold value derived from a service level agreement.

29. (Currently amended) The system of Claim 25, further comprising:

means for comparing data from said ~~at least one~~ local probe with data from said ~~at least one~~ remote probe.

30. (Original) The system of Claim 25, wherein said means for measuring further comprises:

means for measuring availability.

31. (Original) The system of Claim 25, wherein said means for measuring further comprises:

means for measuring response time for at least one request.

32. (Canceled)

33. (Canceled)

34. (Original) The system of Claim 25, wherein:

said script further comprises a set of transactions that are frequently performed by end users; and

said plurality of probes further comprises at least one remote probe placed at each location having a relatively large population of end users.

35. (Currently amended) The system of Claim 25, wherein said ~~plurality of probes~~ local probe further comprises at least one of:

a component probe;

an application probe; ~~and~~ or

a network probe.

36. (Currently amended) A computer-usable medium having computer-executable instructions for probing services in a network environment, said computer-executable instructions comprising:

a script;

~~means for employing a plurality of probes, including at least one local probe and at least one remote probe;~~

means for providing a remote probe configured to measure a first set of performance data associated with a client device, wherein the performance data is data related to an interaction of the client device with a server device;

means for providing a local probe configured to measure a second set of performance data associated with a server application on the server device with which the client device interacts, wherein the second set of performance data is data related to an interaction of the server application with the client device;

means for measuring a client-server application's performance, with said local and remote probes, according to said script; and

means for collecting, in a database, the first and second sets of performance data produced by said measuring.

37. (Original) The computer-usable medium of Claim 36, further comprising:  
means for comparing at least one value, obtained by said means for measuring,  
with at least one threshold value.
38. (Original) The computer-usable medium of Claim 37, further comprising:  
means for reporting results of said comparing.
39. (Original) The computer-usable medium of Claim 37, wherein said means for  
comparing further comprises:  
means for utilizing said at least one threshold value derived from a service level  
agreement.
40. (Currently amended) The computer-usable medium of Claim 36, further  
comprising:  
means for comparing data from said ~~at least one~~ local probe with data from said ~~at~~  
~~least one~~ remote probe.
41. (Original) The computer-usable medium of Claim 36, wherein said means for  
measuring further comprises:  
means for measuring availability.
42. (Original) The computer-usable medium of Claim 36, wherein said means for  
measuring further comprises:  
means for measuring response time for at least one request.
43. (Canceled)
44. (Canceled)



45. (Original) The computer-usable medium of Claim 36, wherein:  
said script further comprises a set of transactions that are frequently performed by end users; and  
said means for employing a plurality of probes further comprises means for employing at least one remote probe placed at each location having a relatively large population of end users.
46. (Currently amended) The computer-usable medium of Claim 36, wherein said means for ~~employing a plurality of probes~~ providing a local probe further comprises at least one of:  
means for employing a component probe;  
means for employing an application probe; ~~and~~ or  
means for employing a network probe.
47. (New) The method of claim 1, wherein said local probe and said remote probe measure response time to requests generated by said script, and wherein the method further comprises:  
comparing a first response time measured by said local probe to a second response time measured by said remote probe.
48. (New) The method of claim 1, wherein measuring a client-server application's performance, with said local and remote probes, according to said script, to thereby generate said first set of performance data and said second set of performance data comprises performing a plurality of transactions with a plurality of different servers and measuring performance characteristics with regard to each transaction and each server using said remote probe, and obtaining performance data from each of a plurality of local probes associated with each server.
49. (New) The method of claim 12, wherein said local probe and said remote probe measure response time to requests generated by said script, and wherein measuring a client-server application's performance according to said script further comprises:

comparing a first response time measured by said local probe to a second response time measured by said remote probe.

50. (New) The method of claim 12, wherein measuring a client-server application's performance according to said script comprises performing a plurality of transactions with a plurality of different servers and measuring performance characteristics with regard to each transaction and each server using said remote probe, and obtaining performance data from each of a plurality of local probes associated with each server.

51. (New) The system of claim 25, wherein said local probe and said remote probe measure response time to requests generated by said script, and wherein said system further comprises:

means for comparing a first response time measured by said local probe to a second response time measured by said remote probe.

52. (New) The system of claim 25, wherein said means for measuring a client-server application's performance, with said local and remote probes, according to said script, to thereby generate said first set of performance data and said second set of performance data comprises:

means for performing a plurality of transactions with a plurality of different servers;

means for measuring performance characteristics with regard to each transaction and each server using said remote probe; and

means for obtaining performance data from each of a plurality of local probes associated with each server.

53. (New) The computer-usable medium of claim 36, wherein said local probe and said remote probe measure response time to requests generated by said script, and wherein said computer-usable medium further comprises:

means for comparing a first response time measured by said local probe to a second response time measured by said remote probe.

54. (New) The computer-usable medium of claim 36, wherein said means for measuring a client-server application's performance, with said local and remote probes, according to said script, to thereby generate said first set of performance data and said second set of performance data comprises:

means for performing a plurality of transactions with a plurality of different servers;

means for measuring performance characteristics with regard to each transaction and each server using said remote probe; and

means for obtaining performance data from each of a plurality of local probes associated with each server.